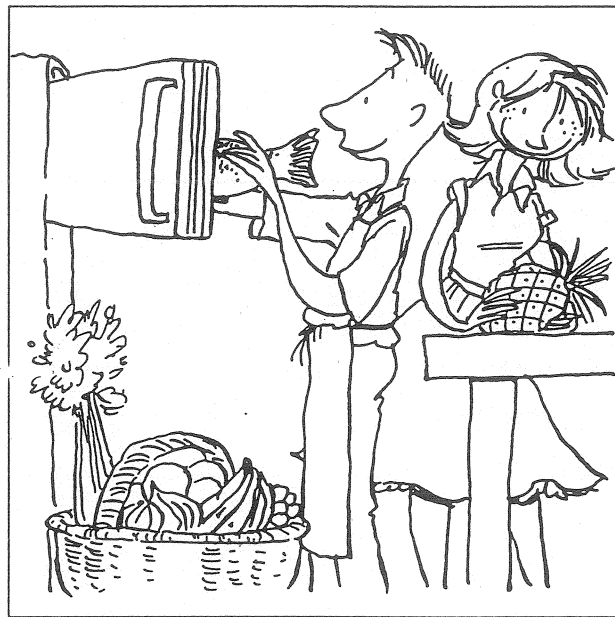


# Hospitality

## Receive and Store Stock



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# Receiving and Storing Stock

The receiving and storing of stock is important in the hospitality industry.

There are two main tasks for the people responsible for stock in a hospitality establishment.

- 1) To make sure there is enough food for the day.
- 2) To stop stock loss by wastage, damage and stealing.

## Ways Stock Can Be Lost

### Wastage

Wastage can be prevented by:

- good stock rotation
- careful ordering
- safe storage.

### Damage

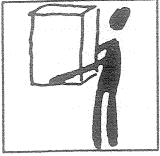
Damage can be prevented by the careful handling and storage of stock, for example preventing raw chicken from dripping onto the cheesecake below in the coolroom.

### Pilfering

Pilfering is stealing.

Prevent stealing by:

- keeping food storage areas locked in quiet times
- having a no-bags policy
- keeping stores under lock and key.



## ACTIVITY

## Receiving and Storing Stock

1) What are the two main tasks for the people responsible for stock in a hospitality establishment?

a) \_\_\_\_\_

b) \_\_\_\_\_

2) What are the three ways that stock can be lost?

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

3) What is wastage?

\_\_\_\_\_

4) List three ways that wastage can be prevented

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5) What is damage?

\_\_\_\_\_

6) How can damage be prevented?

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7) What is pilfering or stealing?

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8) What are some strategies for preventing stealing?

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# Ordering

In a large establishment, ordering is usually done in triplicate (three copies).

This gives a copy for the:

- supplier
- receiving department
- office records.

There are two types of goods that will be ordered:

- perishables
- non-perishables.

## Perishables

Perishables such as milk, fish, meat and bread and are usually delivered daily.

## Non-perishables

Non-perishables are products such as flour, rice herbs and sauces. These are usually ordered when needed. A bin card is often used to remind the reorder. When the bin has a certain amount left in it then more is ordered.

## What to Order

The products that are ordered will change depending on:

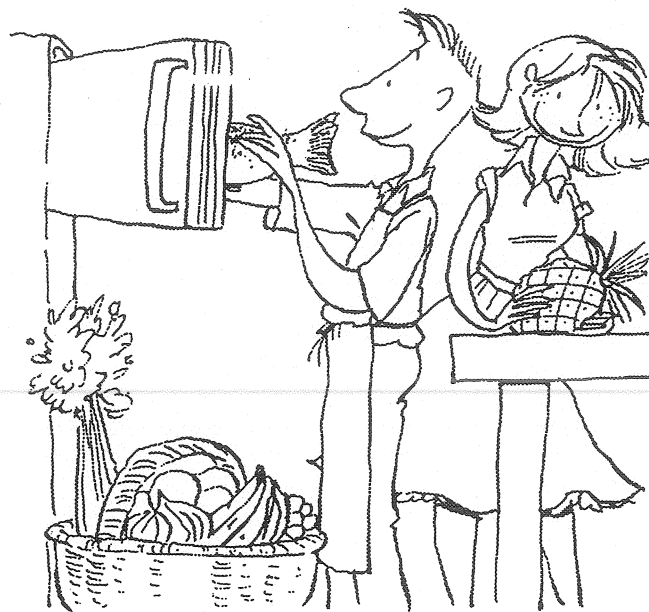
- the time of year it is
- what menus and functions are planned
- changes in customer demand
- an estimation of the number of people who will eat.

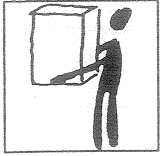
Most kitchens have a good idea how much of a product needs to be ordered from its past history. They know for example how much milk is usually needed on a given day.



## How Much to Order

Ordering will depend on the size and type of kitchen. Big hotels will order in large quantities as they have larger storage areas and will use the goods quickly. A small restaurant will have a small storage area and will not use as much food.






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 ACTIVITIES
 

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## Ordering

1) Complete the following sentences.

a) A perishable food is one that

---

b) A non-perishable food

---

2) Make a list of ten perishable foods and ten non-perishable foods.

Perishable	Non-perishable

- 3) List some of the factors that will affect what is ordered.

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- 4) Give an example of how 'past history' could help decide what to order.

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- 5) Research how ordering is done in the school kitchen or at work placement. Use this research to answer the questions below.

- a) Who orders the food?

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- b) What steps are followed so the right stores are ordered?

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- c) Who is the food ordered from?

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d) When the order comes in what steps are used to check off the order and put it away.

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e) How often do fruit and vegetables get delivered?

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f) How often does meat get delivered?

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g) How often do dry goods get delivered?

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# What to Check When Stocks Arrive

## Goods Delivered

When the stock comes in from the supplier you need to check that what was ordered has arrived.

- 1) Get the copy of the order.
- 2) Check that the goods that have arrived are those that were ordered.

## Invoice

Check the invoice (bill) that comes with the goods to make sure it matches the goods that were delivered.

## Price Charged

Have you been charged the right price for what was purchased?

## Quantity

Count and weigh all deliveries.

If you ordered six chickens, are there six chickens? If you ordered 30 kg of potatoes, are there 30 kg of potatoes?

## Quality and Freshness

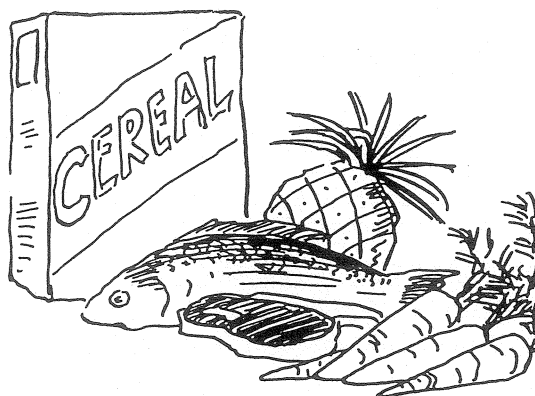
Check that the:

- food is of the quality expected, are the carrots fresh?
- temperature of goods is correct, frozen goods must be frozen
- use-by-date is okay
- packaging is undamaged.

## Freshness Check

Food should always be bought from a supplier with a good reputation. Even so they will still need to be checked on arrival. Goods that do not arrive in excellent condition should be reported to the supplier.

Fish	Eyes bright and clear, flesh firm and plump, skin shiny, smells fresh and gills red to pink with no slime.
Meat	Meat should look and smell fresh. Meat requires careful handling as bacteria grows quickly on it. Meat should never be allowed to be at room temperature.
Fruit and vegetables	Should usually be firm and the right colour, under-ripe, free of bruises, soft patches and insects, Bananas, potatoes and onions are not refrigerated. All others should be refrigerated immediately.
Dry goods	Check use-by-dates, packaging and store safely.



## Problems with orders

If you are not happy with your order, for example the apples are bruised, the bread is squashed, the bacon did not arrive, ring the supplier straight away.

You should tell the supplier exactly what the problem is and arrange for the missing or damaged stock to be delivered immediately. If it is not needed straight away it may be credited to the next delivery. Do not pay for goods unless they have been received in good order.



## ACTIVITY

# What to Check When Stocks Arrive

1) Give two reasons why it is important to carefully check stores as they arrive.

a) \_\_\_\_\_

b) \_\_\_\_\_

2) Explain how to check whether what was ordered has arrived.

\_\_\_\_\_  
\_\_\_\_\_

3) What are two things that should be checked on the invoice that comes with an order?

a) \_\_\_\_\_

b) \_\_\_\_\_

4) An order of vegetables are delivered. There are 20 kg potatoes, 4 kg tomatoes, 2 sticks celery, 8 kg onions, 4 cucumbers and 2 lettuces. Write down the steps needed to check the order.

\_\_\_\_\_  
\_\_\_\_\_

5) An order of milk, cream and sour cream has just arrived. Write down the steps needed to check the order.

\_\_\_\_\_  
\_\_\_\_\_

- 6) The icecream and other frozen goods are soft when delivered. What should be done?

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- 7) When the meat is delivered it is checked immediately. The chicken fillets smell off. What should be done?

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- 8) Use the table below to make a list for checking the quality and freshness of the fruit and vegetables listed.

Fruit / Vegetable	
Strawberries	

- 9) An order of dry stores has just arrived. The flour and cornflour is missing. These items won't be needed until the next dry stores order comes next week. Write down what should be said to the supplier.

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# Moving Goods to Storage

## Move Goods Safely to the Correct Storage Area

Perishable items must be checked and stored as soon as they are delivered. Other goods should be stored in cool and dry storage areas as soon as possible. Take care when moving goods that their packaging is not damaged. Never stack heavy goods on top of light ones.

## Store Safely

Storage areas must be very clean and hygienic. The walls, floors and ceilings must be free from damage and easily cleaned.

Storage areas must be the correct temperature, well-ventilated and have the right level of moisture in the air. Temperatures should be checked regularly.

Temperatures for dry storage areas	
Dry store	10 – 20°C
Vegetable store	8 – 10°C
Coolroom	3 – 4°C
Freezer	-18 – -23°C

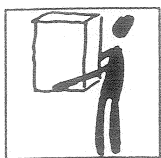
There should be good lighting available to find food easily and allow for cleaning and inspection. Direct lighting must be screened as it causes food to spoil faster.

Storage area must be free from signs of pests and vermin. Signs are damaged packaging, eggs, nests, insect trails and droppings. If signs are found:

- food must be put in the bin
- pests or vermin must be controlled
- the storage area must be cleaned.

When moving delivered goods to storage:

- lift goods correctly
- watch your back
- use a trolley if needed
- get help from other staff members if needed.




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 ACTIVITY
 

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## Moving Goods to Storage

1) Circle true or false for the following sentences. If false is chosen write the sentence correctly.

a) Perishable goods must be checked and stored as soon as they are delivered. True ☐ False ☐

b) Be careful when moving goods that their packaging is not damaged. True ☐ False ☐

c) There is no need to check the temperature of the cool room. True ☐ False ☐

d) If the kitchen is cool leave the dairy goods on the bench until you have time to check and store them. True ☐ False ☐

e) When storing carefully put heavy goods on top of light ones. True ☐ False ☐

f) Close the cool room and freezer doors as soon as possible to keep them the right temperature. True ☐ False ☐

g) Storage areas must be very clean and hygienic. True ☐ False ☐

h) If you see mouse droppings in the dry store area just sweep them up. True ☐ False ☐

i) \_\_\_\_\_

ii) \_\_\_\_\_

iii) \_\_\_\_\_

iv) \_\_\_\_\_

3) Why should food storage areas be well lit?

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4) What are the signs to keep al look out for pests and vermin?

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5) What steps should be taken if signs of pests and vermin are noticed?

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6) A bag of potatoes is too heavy for you to lift. What should you do?

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# Storing Goods

Foods should be placed in the right storage location for the type of goods.

Before storing goods date them and weigh them, if needed.

## Places to store

### Dry goods

Dry goods such as flour, rice and herbs are put in the dry store area. This area should have the right humidity and temperature and low light. Dry goods must be stored in airtight containers to stop pests and moisture getting in. Dry goods should be stored between 10° and 20°C.

### Dairy products

Dairy goods go to the cool room and are stored at -3° to 1°C and are kept from strong smelling items.

### Meat and poultry

Meat and poultry are stored separately in the cool room at -3° to 1°C. Raw meat should be stored away from cooked food.

### Seafood

Seafood is stored in the cool room at -1° to -23°C separate from other foods to stop them smelling fishy.

### Fruit and vegetables

Fruit and vegetables are stored in a cool room at 8° to 10°C.

Bananas, other tropical fruit, onions, garlic and potatoes are stored out of the light not below 13°C.

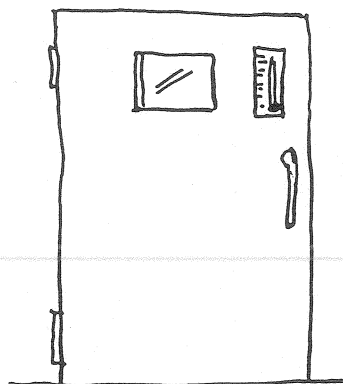
## Other important points

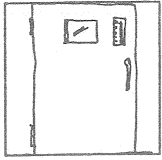
Raw food is stored separately to cooked food.

New (fresh) food is placed at the back of the shelves.

Other goods that will need careful storage are:

- eggs
- fats and oils
- beverages
- herbs, spices and condiments
- convenience foods.





## ACTIVITY

# Storing Goods

1) Why might an item need to be weighed before storage?

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2) List some dry goods that are best stored in an air tight container.

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3) An air tight container is used to keep dry goods in good condition. List the two types of damage that an airtight container will prevent?

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4) Where should dairy products be stored?

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5) How would dairy products be kept from strong smelling items such as fish?

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- 6) Where should bananas, other tropical fruit, onions, garlic and potatoes be stored?

\_\_\_\_\_

- 7) List four different types of tropical fruit and draw a picture of each.

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

- 8) Write down the correct storage location and temperature range for storing the following foods.

Food	Storage location	Temperature
Rump steak		
Fish		
Cream		
Carrot		
Flour		
Garlic		
Potatoes		
Crab		
Tomato		
Yoghurt		

9) Why should raw food never come in contact with cooked food?

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10) Find out where the following items are kept at your work placement or school kitchen.

Product	Storage location
Eggs	
Fats and oils	
Herbs and spices	
Convenience foods	

11) What is a convenience food? Give an example.

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# Safe Storage

## The Storeroom

The storeroom or storage area will provide safe and healthy storage if:

- the floor is kept clean and clear
- shelves are clean and not overloaded
- there is good ventilation (air moving around)
- it is free from dampness
- there is plenty of space for safe storage and stock rotation
- it is well lit
- step ladders are used for for high shelves.

## Cool Storage

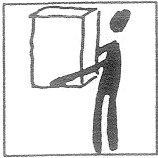
The cool room and freezer will provide safe and healthy storage if:

- thermostats are checked to make sure the temperature is correct
- they are defrosted and cleaned regularly
- hot food is cooled before putting in the cool room
- raw and cooked food is stored separately
- there is space between food to allow air to circulate.
- safe storage times for food in the freezer are used.

Product	Safe storage time
Meat	6 – 12 months
Seafood	2 –3 months
Fruit and vegetables	2 –3 months
Crumbed food	2 months

## Stock rotation

Stock rotation is when the new stock goes to the back of the old stock and the new stock is used first.



## ACTIVITY

# Safe Storage

1) Give a reason for the following statements about the store room.

a) Keep the floor clean and clear

\_\_\_\_\_

b) Make sure the light works

\_\_\_\_\_

c) Keep room well ventilated

\_\_\_\_\_

d) Keep the shelves clean

\_\_\_\_\_

2) Use the words from the box below to complete the sentences about safe cold room storage.

room	storage	cooled	defrosted	space	circulate
times	separately	correct	thermostats	safe	freezer

The cool \_\_\_\_\_ and freezer will provide \_\_\_\_\_ and

healthy \_\_\_\_\_ if:

- \_\_\_\_\_ are checked to make sure the temperature is

\_\_\_\_\_

- they are \_\_\_\_\_ and cleaned regularly
- hot food is \_\_\_\_\_ before putting in the cool room
- raw and cooked food is stored \_\_\_\_\_
- there is \_\_\_\_\_ between food to allow air to \_\_\_\_\_
- safe storage \_\_\_\_\_ for food in the \_\_\_\_\_ are used.

3) Rani was asked to get a container of oil from the storeroom. It was high up on a shelf. He stretched to reach it and just as he was about to lift it he lost his grip. It fell down bumping his leg and then the oil began to spill on the ground.

a) What should Rani do now?

\_\_\_\_\_

b) What should Rani have done to prevent the accident?

\_\_\_\_\_

c) Was this a safe storage location for the oil?

\_\_\_\_\_

4) Write down the safe times for storing the following food types in the freezer.

Product	Safe storage time
Meat	
Seafood	
Fruit and vegetables	
Crumbed food	

- 5) It is your job to store the milk as soon as it arrives in the cool room. You will need to be able to put things in date order to do this. Put the following list of dates in order from the oldest to the newest.

27 / 3 / 00 \_\_\_\_\_

23 / 3 / 00 \_\_\_\_\_

24 / 3 / 00 \_\_\_\_\_

29 / 3 / 00 \_\_\_\_\_

26 / 3 / 00 \_\_\_\_\_

- 6) Other products might have use-by-dates that are further apart. Sort the following list of dates into order.

6 / 6 / 00 \_\_\_\_\_

23 / 8 / 00 \_\_\_\_\_

14 / 7 / 00 \_\_\_\_\_

29 / 6 / 00 \_\_\_\_\_

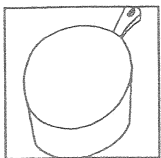
9 / 8 / 00 \_\_\_\_\_

25 / 7 / 00 \_\_\_\_\_



## Safe Storage of Equipment

- All kitchen equipment should be stored safely.
- All kitchen equipment including glasses, plates and cutlery should be allowed to air dry after washing.
- Store equipment upside-down on racks or stacked with lids on.
- Store cooking utensils in plastic or stainless-steel trays.
- Sharp objects such as knives should be stored safely.
- Nothing should be stored above hotplates and stoves.
- Heavy or large equipment should be stored low down.
- Expensive equipment may be stored in a locked area.
- Electrical equipment should be stored away from water.



## ACTIVITY

# Safe Storage of Equipment

1) Complete these sentences.

a) Kitchen equipment needs air drying before storage because

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b) Equipment such as bowls should be stored upside down or with a lid on because

---

c) Sharp objects such as knives need to be stored safely because

---

d) Safe storage places for knives are (list three)

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e) Nothing should be stored above hotplates and stoves because

---

f) Expensive equipment should be stored locked away because

---

g) Electrical equipment should be stored away from water because

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2) Jahid did not know where to store the juicer so he looked around until he found a storage area that had space.

a) What problems could this cause?

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b) What should he have done?

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# Receiving and Storing Stock

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## Ways Stock Can Be Lost

### Wastage

Wastage can be prevented by:

- good stock rotation
- careful ordering
- safe storage.

### Damage

Damage can be prevented by the careful handling and storage of stock, for example preventing raw chicken from dripping onto the cheesecake below in the coolroom.

### Pilfering

Pilfering is stealing.

Prevent stealing by:

- keeping food storage areas locked in quiet times
- having a no-bags policy
- keeping stores under lock and key.



6) How can damage be prevented?

---

7) What is pilfering or stealing?

---

8) What are some strategies for preventing stealing?

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## How Much to Order

Ordering will depend on the size and type of kitchen. Big hotels will order in large quantities as they have larger storage areas and will use the goods quickly. A small restaurant will have a small storage area and will not use as much food.



# Ordering

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## Perishables

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## Non-perishables

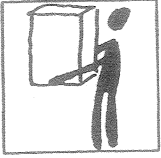
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The products that are ordered will change depending on:

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- changes in customer demand
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## ACTIVITIES

### Ordering

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\_\_\_\_\_

b) A non-perishable food

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Perishable	Non-perishable

d) When the order comes in what steps are used to check off the order and put it away.

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e) How often do fruit and vegetables get delivered?

---



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f) How often does meat get delivered?

---



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g) How often do dry goods get delivered?

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